

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**Yes**

Open Time M-F: NA  
 Open Time Sat: NA  
 Average stop time: NA

NDoH May 2019 Circular: "Facilities must be open from 5.00 - 19.00, as well as 8.00 - 16.00 on Saturdays."

### Time Patients Spend at the Facility?

Patient Responses: 32

Amount of time spent: **5:45**

This ranks:

- 290 of 394 Facilities Nationally (Bottom Half)
- 9 of 10 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Earliest Patient Arrival Time

Patient Responses: 32

Earliest arrival time **5:19**

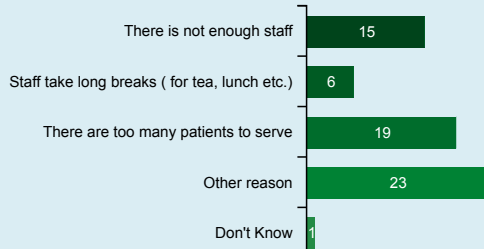
This ranks:

- 231 of 397 Facilities Nationally (Bottom Half)
- 6 of 10 Facilities in the Province (Bottom Half)
- 2 of 5 Facilities in the District (Top Half)

### Are the Queues at the Facility Long?

Patient Responses: 32

**97%** of patients report long queues

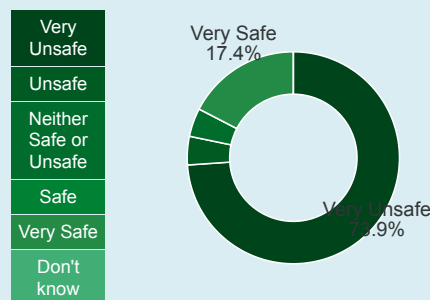


### Please specify the other reasons why the queues are long

<input checked="" type="checkbox"/> Covid 19 crisis	<input checked="" type="checkbox"/> Queue for long for screen	<input checked="" type="checkbox"/> Slow of staff
<input checked="" type="checkbox"/> Slow pace of working	<input checked="" type="checkbox"/> Slow when working.	<input checked="" type="checkbox"/> Start to work late
<input checked="" type="checkbox"/> Takes time to get our files	<input checked="" type="checkbox"/> The procedure they using is not good , they don't work on time,	<input checked="" type="checkbox"/> They are slow
<input checked="" type="checkbox"/> They are slow , and are not attending patients on time.	<input checked="" type="checkbox"/> They don't work	<input checked="" type="checkbox"/> They spend more time not working
<input checked="" type="checkbox"/> They start to work late and attend few patients and go out for lunch or their personal saff	<input checked="" type="checkbox"/> They take time before assisting patients	<input checked="" type="checkbox"/> meetings stuff takes time instate of attending patients
<input checked="" type="checkbox"/> slow when work and start late to work	<input checked="" type="checkbox"/> stuff too slow	<input checked="" type="checkbox"/> taking time to find our files
<input checked="" type="checkbox"/> • Staff is there but they are lazy	<input checked="" type="checkbox"/> •It takes long to find our files	<input checked="" type="checkbox"/> •The service is slow .
<input checked="" type="checkbox"/> •they do there things before attend the patient		

### How Safe is the Facility to Wait Before it Opens?

Patient Responses: 23



This ranks:

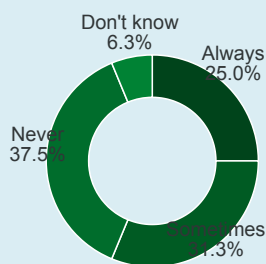
- 296 of 340 Facilities Nationally (Bottom Quarter)
- 6 of 8 Facilities in the Province (Bottom Quarter)
- 3 of 5 Facilities in the District (Bottom Half)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 32

- Always
- Sometimes
- Never
- Don't know



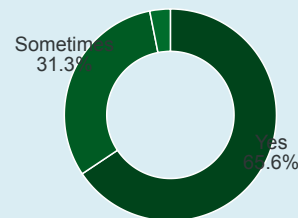
This ranks:

- 266 of 397 Facilities Nationally (Bottom Half)
- 4 of 10 Facilities in the Province (Top Half)
- 1 of 5 Facilities in the District (Top Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 32

- Yes
- Sometimes
- No



### Facility Manager: Does the Facility have Enough Staff?

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

<input type="checkbox"/> Doctor	<input checked="" type="checkbox"/> Professional nurse	<input checked="" type="checkbox"/> Enrolled nurse
<input type="checkbox"/> Enrolled nurse assistant	<input checked="" type="checkbox"/> Pharmacist	<input type="checkbox"/> Assistant pharmacist
<input type="checkbox"/> Lab technician	<input type="checkbox"/> Lay counselors	<input type="checkbox"/> Linkage officers
<input type="checkbox"/> Adherence club facilitators	<input type="checkbox"/> Data capturer	<input type="checkbox"/> Security guard
<input type="checkbox"/> Cleaner	<input type="checkbox"/> General assistant	<input type="checkbox"/> No cadre is understaffed
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

## Clinic Conditions and Patient Safety

### What is the Condition of the Building?

Total Observations:1

Building condition was:

## Bad

<input type="checkbox"/> Broken furniture	<input type="checkbox"/> Broken windows or doors	<input type="checkbox"/> Broken roof or walls
<input checked="" type="checkbox"/> Other	<input type="checkbox"/> Don't know	

### What is the Condition of the Toilets?

Total Observations:1

Toilet condition was:

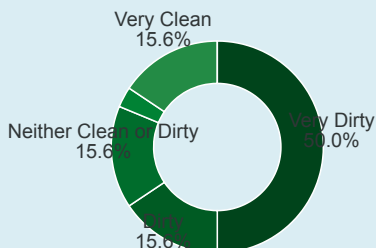
## Good

<input type="checkbox"/> No soap	<input type="checkbox"/> No water	<input type="checkbox"/> No toilet paper
<input type="checkbox"/> No light	<input type="checkbox"/> Dirty	<input type="checkbox"/> Blocked
<input type="checkbox"/> Broken	<input type="checkbox"/> Out of order	<input type="checkbox"/> Don't Know

### How Clean is the Facility

Patient Responses: 32

Very Dirty
Dirty
Neither Clean or Dirty
Clean
Very Clean
Don't know



This ranks:

- 376 of 397 Facilities Nationally (Bottom Quarter)
- 5 of 10 Facilities in the Province (Bottom Half)
- 3 of 5 Facilities in the District (Bottom Half)

### Facility Manager: Is there enough space in the facility to meet patient's needs?

Facility Responses:1

## No, we require something additional

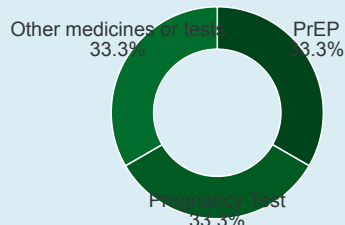
<input checked="" type="checkbox"/> Patients waiting space	<input type="checkbox"/> Rooms for medical care	<input type="checkbox"/> Private HIV counseling or testing
<input type="checkbox"/> Laboratory space	<input type="checkbox"/> Files	<input type="checkbox"/> Data capturers
<input type="checkbox"/> Adherence clubs	<input type="checkbox"/> Pharmacy	<input type="checkbox"/> Storage
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

## Access to Medicines and Shortages/Stockouts

### Patient Reports of Medicine Shortage(s)

Patient Responses: 5

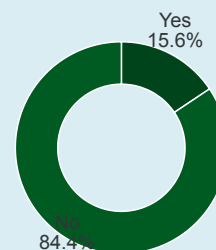
Don't know



### Any Patients left without the Medicine due to Shortage

Patient Responses: 32

Yes
No
Don't know



### Patient Reports of Medicine Shortage(s)

#### Patient Reports of Medicine Shortage(s)

<input type="checkbox"/> HIV medicine	<input checked="" type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input type="checkbox"/> Contraceptives	<input checked="" type="checkbox"/> Pregnancy Test	<input type="checkbox"/> Vaccines
<input type="checkbox"/> Bandages (or other dry stock)	<input checked="" type="checkbox"/> Other medicines or tests	<input type="checkbox"/> None of the above
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

#### Contraception shortage(s)

<input type="checkbox"/> Condoms (male/external)	<input type="checkbox"/> Female/internal condoms	<input type="checkbox"/> Birth control pill
<input type="checkbox"/> Injection	<input type="checkbox"/> Implant	<input type="checkbox"/> IUD (interuterine device)
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

#### HIV medication shortage(s)

<input type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input type="checkbox"/> Zidovudine (AZT)	<input type="checkbox"/> Lobinavir/Ritonavir (LPV/r)	<input type="checkbox"/> Atazanavir/Ritonavir (ATV/r)
<input type="checkbox"/> Dolutegravir (DTG)	<input type="checkbox"/> Nevirapine (NVP)	<input type="checkbox"/> Other
<input type="checkbox"/> Don't Know	<input type="checkbox"/> Prefer not to answer	<input type="checkbox"/> EFV-Based First Line FDC

### Facility Staff Reports of Medicine Shortage(s)

#### Facility Staff Reports of Medicine Shortage(s)

<input type="checkbox"/> HIV medicine	<input type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input type="checkbox"/> Contraceptives	<input type="checkbox"/> Pregnancy Test	<input type="checkbox"/> Vaccines
<input type="checkbox"/> Bandages (or other dry stock)	<input checked="" type="checkbox"/> Other medicines or diagnostic tests	<input type="checkbox"/> None of the above
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

#### Facility Staff: Contraception Shortage(s)

<input type="checkbox"/> Condoms (male/external)	<input type="checkbox"/> Female/internal condoms	<input type="checkbox"/> Birth control pill
<input type="checkbox"/> Injection	<input type="checkbox"/> Implant	<input type="checkbox"/> IUD (interuterine device)
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

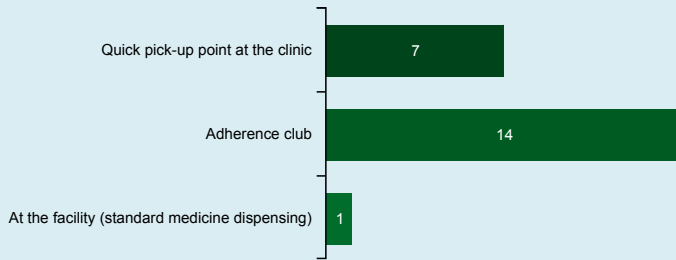
#### Facility Staff: HIV medication shortage(s)

<input type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input type="checkbox"/> Zidovudine (AZT)	<input type="checkbox"/> Lobinavir/Ritonavir (LPV/r)	<input type="checkbox"/> Atazanavir/Ritonavir (ATV/r)
<input type="checkbox"/> Nevirapine (NVP)	<input type="checkbox"/> Other	<input type="checkbox"/> Don't Know
<input type="checkbox"/> Prefer not to answer	<input type="checkbox"/> EFV-Based First Line FDC	<input type="checkbox"/> Dolutegravir (DTG)

## ARV Collection and Access

### Where do you Collect ARVs?

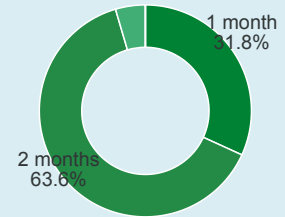
Patient Responses: 22



### Length of HIV medicine refill?

Patient Responses: 22

- 1 week
- 2 weeks
- 3 weeks
- 1 month
- 2 months
- 3 months
- 6 months
- Don't know



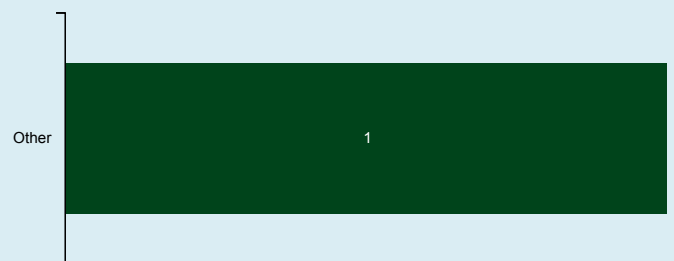
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 1



### When a patient misses a visit, what happens the next time the patients comes to collect ARVs?

Patient Responses: 1



### Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 22

**68%** of patients say they would like to collect ARVs closer to home

This ranks:

- 146 of 397 Facilities Nationally (Top Half)
- 3 of 10 Facilities in the Province (Top Half)
- 2 of 5 Facilities in the District (Top Half)

## Adherence Clubs

### If Not in an Adherence Club Already, Are you Aware of Them at this Facility?

Patient Responses: 8

**38%** of patients are aware of facility adherence clubs

### Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 3

**{0}%** of patients say yes

### Is there peer support from PLHIV in the club?

Total Responses: 3

**{0}%** of patients say yes

### Does the Adherence Club provide information about the importance of taking your HIV medicine?

Total Responses: 3

**{0}%** of patients say yes

### Adherence Club Staffing

Total Adherence Clubs at Facility:	7
• Facility-Based Clubs:	7
• Community-Based Clubs:	0
Number of Adherence Club Facilitators:	NA
Number of Adherence Club Nurses:	8
Adherence Clubs per Facilitator:	NA

This ranks:

No Ranking Data Available

### Topics Covered in the Adherence Club

<input checked="" type="checkbox"/> Side effects of medicines	<input checked="" type="checkbox"/> Why patients should adhere to their ARVs	<input type="checkbox"/> Different medicine options, such as new drugs (ex. Doloutegravir)
<input checked="" type="checkbox"/> Other	<input type="checkbox"/> None	<input type="checkbox"/> Don't know
<input type="checkbox"/> Prefer not to answer		

## Access to Viral Load Testing / Information

### Do Patients Know Their Viral Load?

Patient Responses: 22

**36%** of patients know their viral load

This ranks:

- 358 of 397 Facilities Nationally (Bottom Quarter)
- 9 of 10 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Have Patients had a Viral Load Test in the Past Year?

Patient Responses: 22

**86%** of patients report having a viral load test

This ranks:

- 332 of 397 Facilities Nationally (Bottom Quarter)
- 9 of 10 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 19

**11%** of patients report viral load was explained

This ranks:

- 392 of 396 Facilities Nationally (Bottom Quarter)
- 9 of 10 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Treatment Literacy: Do Patients Understand Viral Load and their Health?

Patient Responses: 22

**41%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 355 of 397 Facilities Nationally (Bottom Quarter)
- 8 of 10 Facilities in the Province (Bottom Quarter)
- 3 of 5 Facilities in the District (Bottom Half)

### Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 22

**27%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

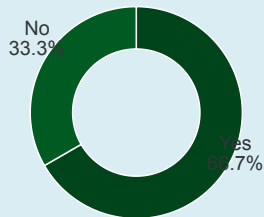
- 308 of 397 Facilities Nationally (Bottom Quarter)
- 7 of 10 Facilities in the Province (Bottom Half)
- 2 of 5 Facilities in the District (Top Half)

## Confidentiality and Privacy

### Have Patients been Asked to Participate in Index Testing?

Patient Responses: 21

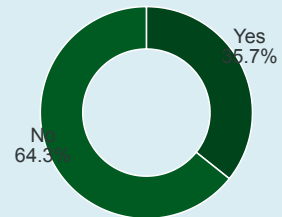
Yes
No
Don't know



### Did a Health Worker Tell You You can Refuse to Participate in Index Testing?

Patient Responses: 14

Yes
No



This ranks:

- 308 of 388 Facilities Nationally (Bottom Quarter)
- 9 of 10 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Do Patients Feel this Facility Keep People's HIV Status Confidential and Private?

Patient Responses: 22

**82%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 277 of 397 Facilities Nationally (Bottom Half)
- 7 of 10 Facilities in the Province (Bottom Half)
- 2 of 5 Facilities in the District (Top Half)

## Psycho-Social Support for PLHIV

### Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 22

**32%** of patients report counseling is available

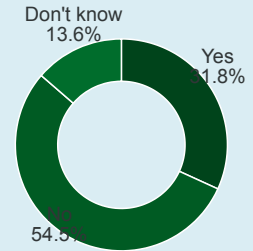
This ranks:

- 361 of 397 Facilities Nationally (Bottom Quarter)
- 9 of 10 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 22

Yes
No
Don't know



## PrEP and DTG-Related Contraceptive Access

### What patients are offered PrEP? Select all that apply

<input checked="" type="checkbox"/> Adolescent girls/young women	<input checked="" type="checkbox"/> All women	<input checked="" type="checkbox"/> Men who have sex with men
<input checked="" type="checkbox"/> Sex workers	<input checked="" type="checkbox"/> People who inject drugs	<input checked="" type="checkbox"/> Anyone who is sexually active
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

### Are Women Who are On or Switching to Dolutegravir-Based Regimens Offered Contraception?

Facility Responses: 1

**Yes**

## COVID-19 Disruptions

### Is the clinic currently open during the COVID-19 crisis?

Yes the clinic is open, and patients can enter the facility

### Is the clinic faced with any of the following issues because of the COVID-19 crisis?

<input type="checkbox"/> There is no physical distancing inside the clinic grounds	<input type="checkbox"/> There is no physical distancing outside the gates of the clinic	<input type="checkbox"/> There is no access to soap and water
<input type="checkbox"/> There is no access to hand sanitiser	<input type="checkbox"/> Health workers are not wearing masks	<input type="checkbox"/> Health workers are not wearing masks properly
<input type="checkbox"/> Chronic patients are not entering the facility — they wait for medicines outside the gates	<input type="checkbox"/> The facility is not screening people for COVID-19 symptoms	<input type="checkbox"/> Clinical staff in the facility do not have enough PPE (masks, sanitiser)
<input type="checkbox"/> Non-clinical staff in the facility do not have enough PPE (masks, sanitiser)	<input type="checkbox"/> CHWs/CCGs do not have enough PPE (masks, sanitiser)	<input type="checkbox"/> Other
<input checked="" type="checkbox"/> None of the above	<input type="checkbox"/> There is no access to hand sanitiser	

### Have you had any of the following issues getting healthcare because of the COVID-19 crisis?

<input checked="" type="checkbox"/> I couldn't get transportation to the clinic when I needed it	<input type="checkbox"/> The clinic wasn't open when I needed it	<input checked="" type="checkbox"/> The clinic didn't have the medicine that I needed
<input checked="" type="checkbox"/> The queue at the clinic was longer than usual	<input checked="" type="checkbox"/> There were less staff working than usual	<input type="checkbox"/> The clinic not providing the service I needed
<input checked="" type="checkbox"/> There is no physical distancing at the clinic putting me at risk of getting COVID-19	<input checked="" type="checkbox"/> There is no access to soap and water at the clinic	<input type="checkbox"/> There is no access to hand sanitiser at the clinic
<input checked="" type="checkbox"/> Other	<input checked="" type="checkbox"/> None of the above	

### Facility Manager: Have you had any of the following issues at your clinic because of the COVID-19 crisis?

<input type="checkbox"/> We are experiencing more stockouts or shortages of medicines that usual	<input type="checkbox"/> We are experiencing more shortages of personal protective equipment for staff than usual	<input type="checkbox"/> We can only serve patients at the gate—patients do not enter the facility
<input type="checkbox"/> We have more restricted hours of operation than usual	<input type="checkbox"/> We have higher patient wait times than usual	<input type="checkbox"/> We are operating with fewer staff than usual
<input type="checkbox"/> The clinic has been completely closed for a period of time	<input type="checkbox"/> We can serve less patients than usual	<input checked="" type="checkbox"/> None of the above
<input type="checkbox"/> Other		

## TB Infection Control

Details      Green = 0 No      Yellow = 1-2 No      Red = 2+ No      Clinic Result: **RED**

### Enough room in the waiting area?

Most recent observation: **No**

Of 435 Facility Observations:

- Yes: 208
- No: 227

### Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15). **No: 5:45**

This ranks:

- 290 of 394 Facilities Nationally (Bottom Half)
- 9 of 10 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Were the Facility Windows Open?

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 400
- No: 35

### Are people being asked for TB symptoms?

22% of patients report: Yes **No**

This ranks:

- 305 of 397 Facilities Nationally (Bottom Quarter)
- 7 of 10 Facilities in the Province (Bottom Half)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Are people who are coughing in a separate room?

16% of patients report: Yes **No**

This ranks:

- 268 of 397 Facilities Nationally (Bottom Half)
- 9 of 10 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Are there posters telling patient to cover mouth when coughing/sneezing?

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 379
- No: 56